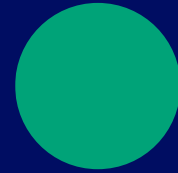


**Use of automated
communication in state
administration.**

**Chatbot assistance for Labor
Office of the Czech Republic.**



Our chatbot helping Czech citizens

The chatbot improves satisfaction of the citizens searching for information as it:

- Uses an attractive form of communication to addresses a website visitor.
- Is interactive and dynamic.
- Provides only the information sought for by the visitor.
- Always offers an **instant, accessible and constant help** without a need of an application installation.
- **Offers human communication** – avoids formal communication and adapts the language to the targeted segment. The conversation style is casual, and it might occasionally be humorous.
- **Increases citizens` awareness.** A citizen is offered a chance to provide an anonymous feedback.
- **Saves citizens an actual office visit.**



People prefer reading short interactive information, so they enjoy interactions with a chatbot.

How to teach our chatbot?

- We study and analyze accessible information and consult our client to clear out any possible equivocality.
- We create the chatbot architecture analyzing and processing all the required information into logical units.
- We create conversational scripts using clear casual language thus making it comprehensive for chatbot users.
- We work precisely to anticipate and formulate questions which users would be interested in. They are offered these to choose from without a need to formulate the questions themselves.
- The completed content is to be approved by the client.

Labor Office use case

Minister's acknowledgement of our solution

„The coronavirus chatbots for organizations administered by Ministry of Labor and Social affairs including the Labor Office have proved to be an asset for us. In peak periods the chatbots started a new conversation with 2 people every second. As many as 80% users have had their questions answered. We keep assisting through chatbots in covid and non-covid times.“

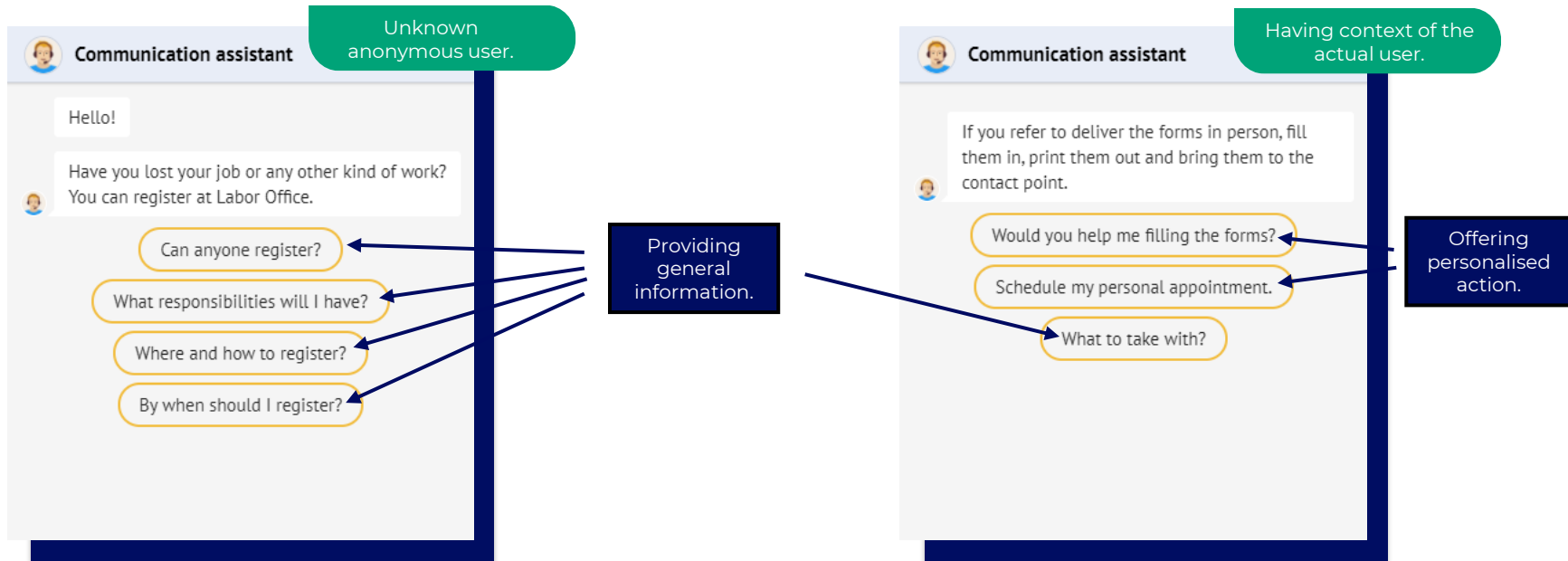
Jana Maláčová,
Minister of Labor and Social affairs of the Czech Republic

First year of our chatbot at the Labor Office

- The chatbot started as a new communication tool at the time of the pandemic break out. It was named „Emergency information“ as it helped citizens follow the new emergency measures.
- The chatbot communication channel soon proved to be very effective, serving 2 citizens every second and being a substantial relief for an overloaded call centrum.
- Due to numerous positive responses extension of the chatbot was decided and the chatbot started to provide information on regular agenda of the Labor Office.
- Currently, the chatbot serves as a fast, simple to use communication tool which helps with life situations such as what to do when you lose a job, what allowance you are entitled to, new job search or eventual requalification. Disabled users are offered help with job search, allowance or certificate issue. Employers are advised when recruiting and retired users can be assisted with retirement requests.

Developing an actual virtual assistant

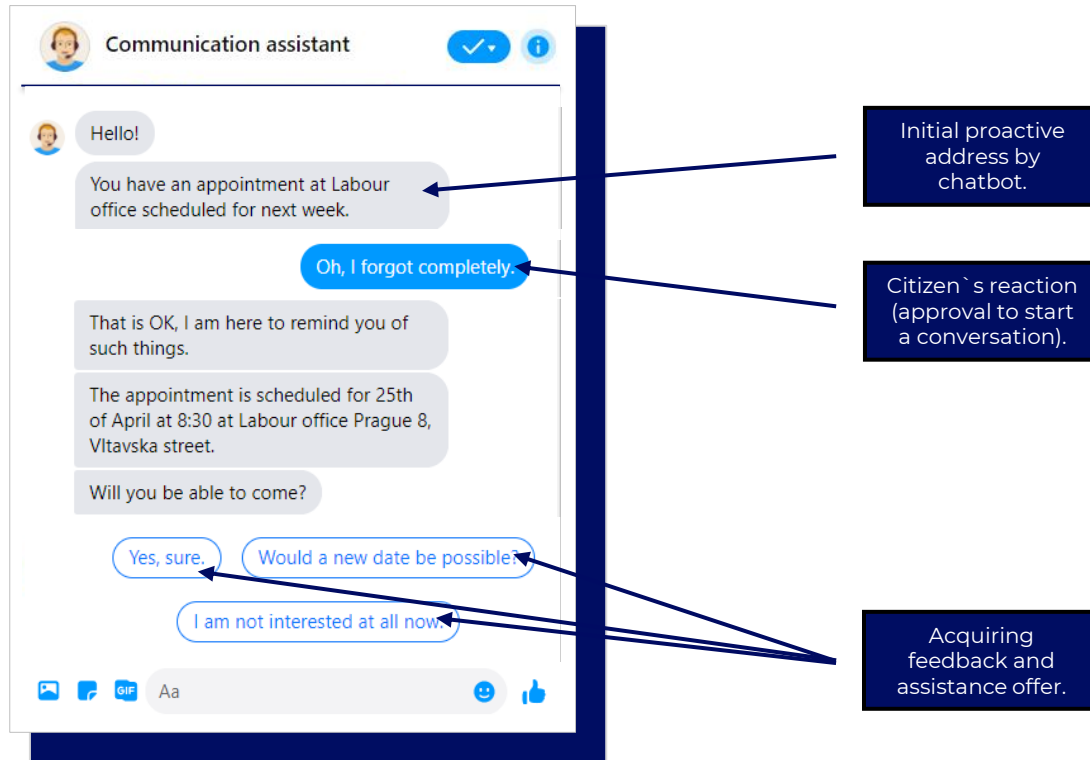
- There is an extra value of chatbot when the general information provided is extended by an option to actually carry out the proceeding steps and provide information specific for the actual user, so the user does not need to solve these by himself or with an assistant of an office worker.
- For example: The chatbot offers to help fill in the form instead of providing just a simple link to find a form, and instantly schedules an appointment at the Labor Office instead of simply providing information on office hours and contact.



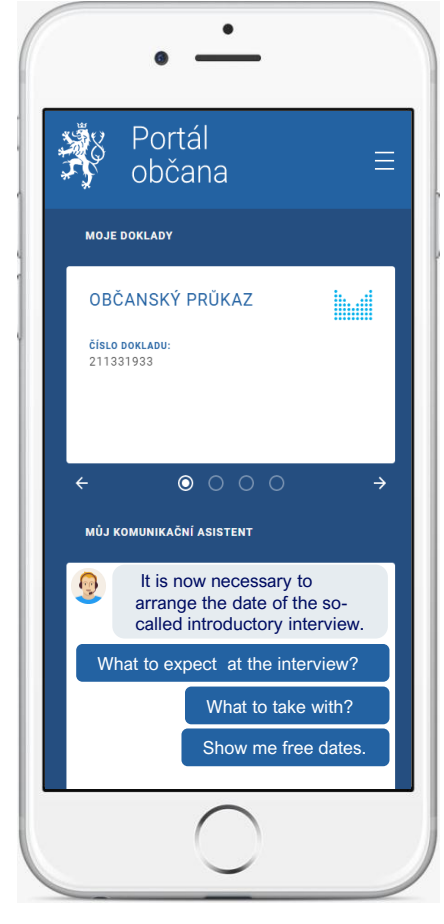
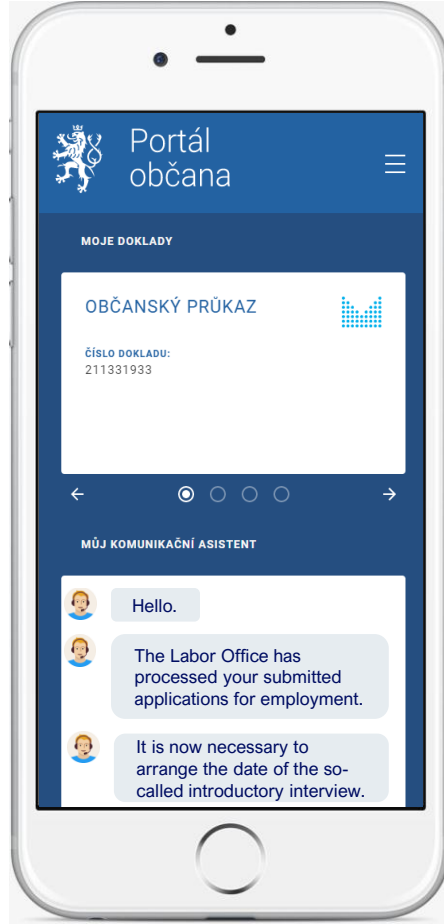
Services extended by authentication

- In order to implement the stated extension of chatbot functionality it is inevitable to provide chatbot with the identification of a user.
- The authentication can be executed in various modes – using a personal databox or e-identity enabling sign-in in form of online banking or other modes.
- Another added value can be found when the chatbot connects a user to his social media or an upcoming mobile application of Citizen Portal of Interior Department of the Czech Republic.
- This enables a citizen to be contacted and alerted about an upcoming event and eventually offered a solution for a related situation.
- Chatbot is to become a help in number of life situations – for instance in a process of job application. It will notify a user about his consults at the Labor Office, summarize users` obligations, inform on available job offers and present other services of the Labor Office.

Demonstration of event notification using chatbot



Demonstration of a conversation with a citizen following his sign in into Citizen Portal application

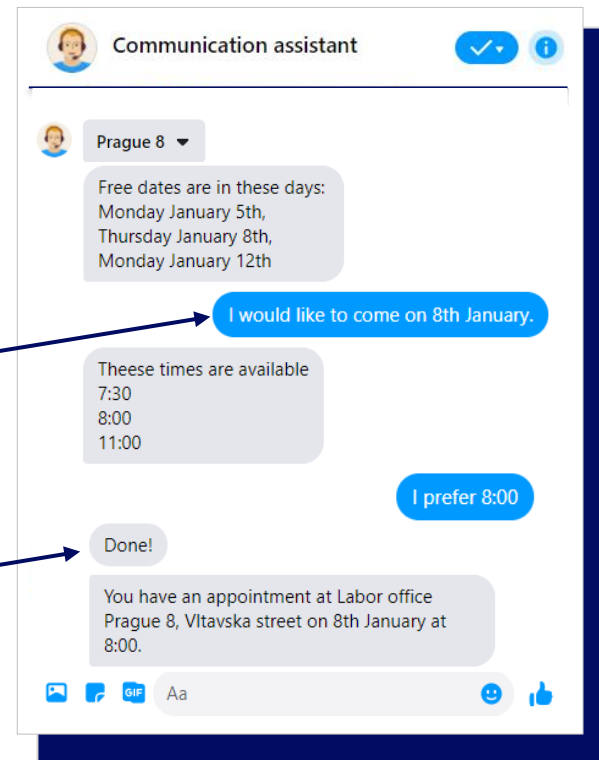
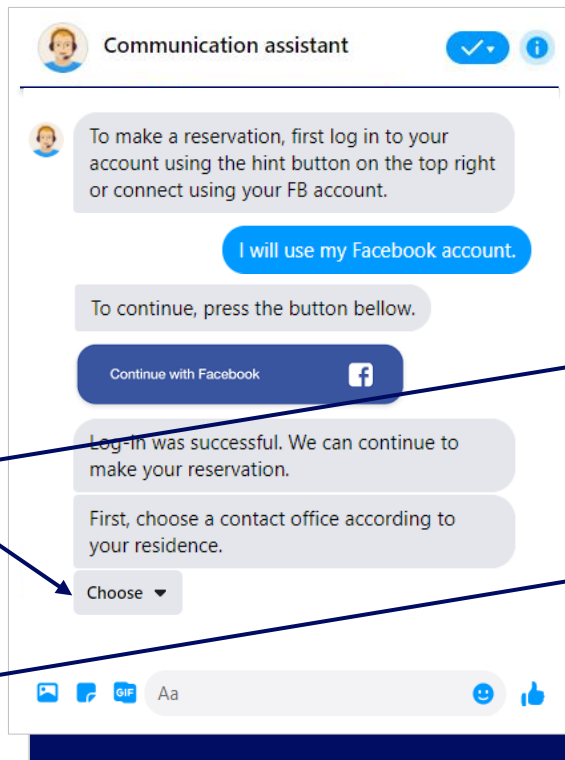


Scheduling an office appointment & distant engagements

- An appointment can be scheduled using the name of a social media account.
- The subsequent submission of a form will require sign in using an approved e-identity.

Filling necessary information for reservation.

Confirming reservation.



- In cooperation with a local Microsoft office we are attempting to progress with a topic of distant engagements at the Labor Office.
- A chatbot could help to arrange on-line appointments with the Labor Office of the Czech Republic using MS Teams. Application of Teams for employees of the Labor Office will enable to perform on-line appointments.
- A link to appointment connection will be sent by an employee of the Labor Office manually from his calendar.
- Naturally, on-line appointments will be carried out only with certain agendas and actions supporting distant engagements.
- Currently, the proposed solution would help not only regarding the pandemic circumstances but also substantially disburden employees of The Labor Office who tend to face many annoyed and aggressive clients.

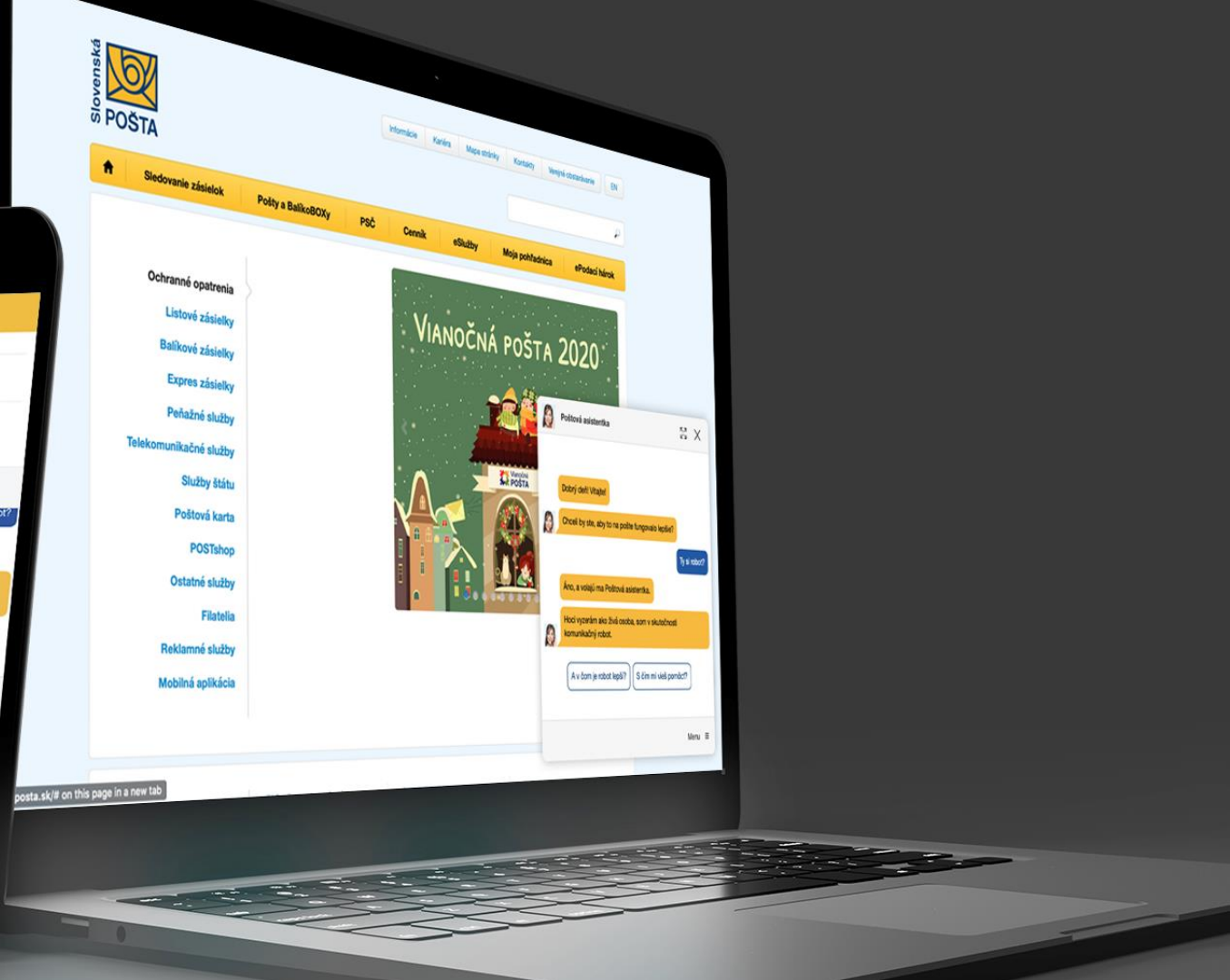
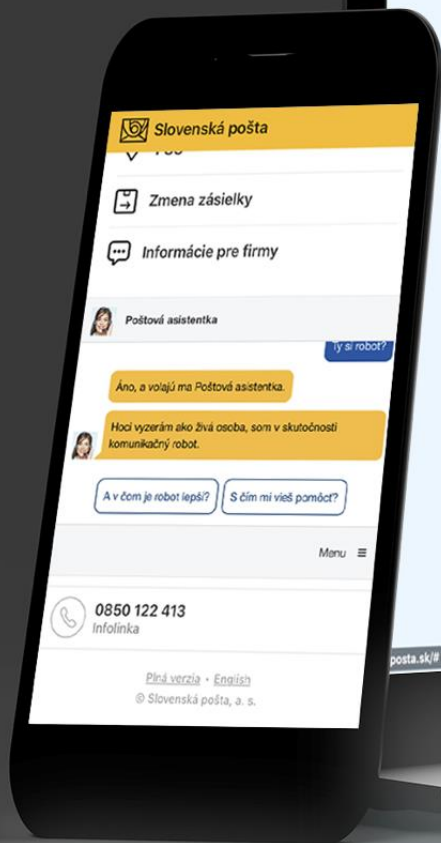
- We have identified some opportunities to use automated tool Microsoft Power Automate Desktop at the Labor Office.
- As there are several legacy systems at the office, many of the activities are performed manually. For instance, information from the online forms are manually rewritten in internal systems.
- There is also a problem of data extraction from the systems in order to personalize the chatbot communication with a user.
- Robotic process automation may help insert the data into systems as well as transport data from the systems to the chatbot database.

Our selected references in state administration

The complete list can be found here: www.predu.cz

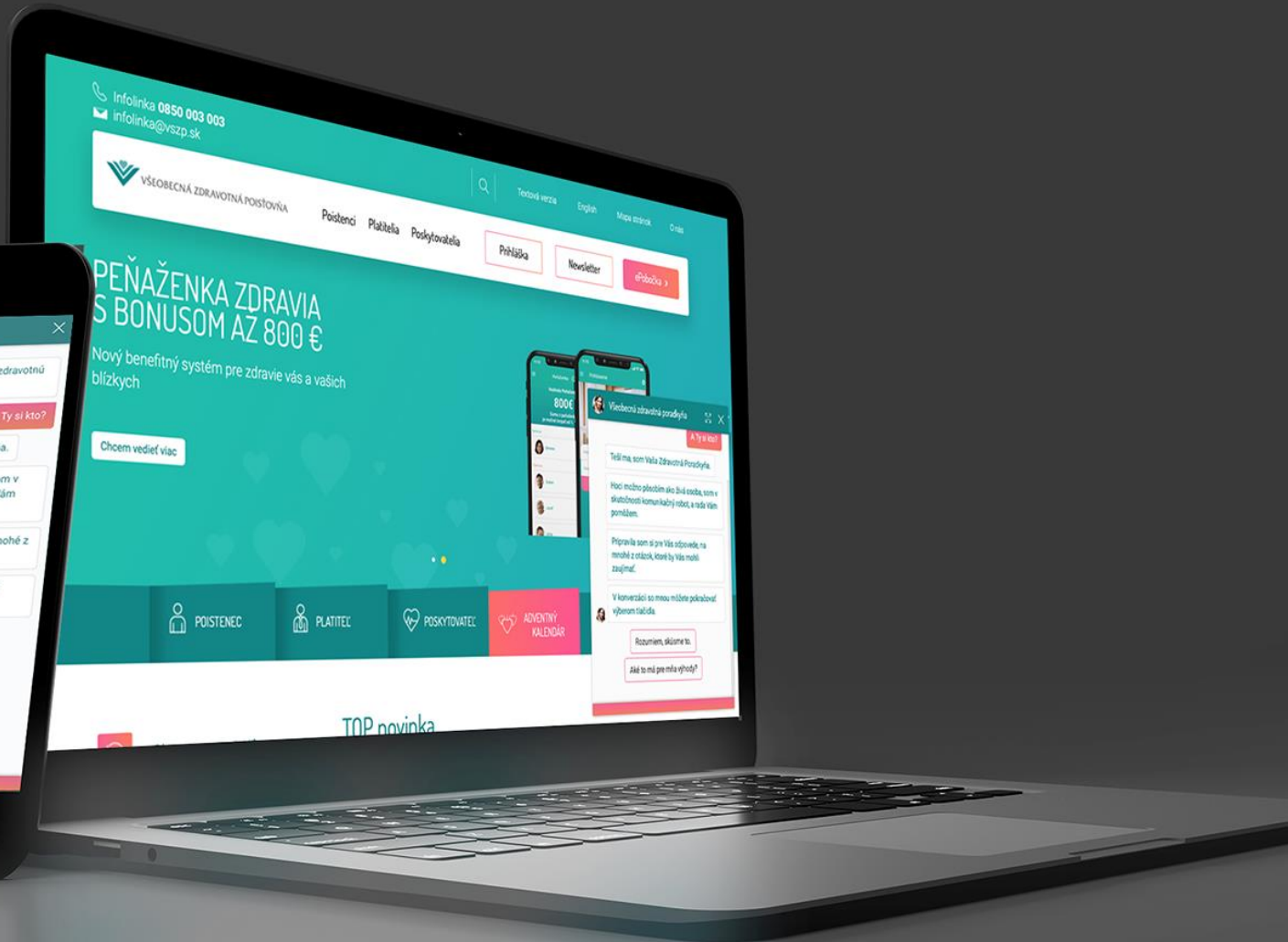
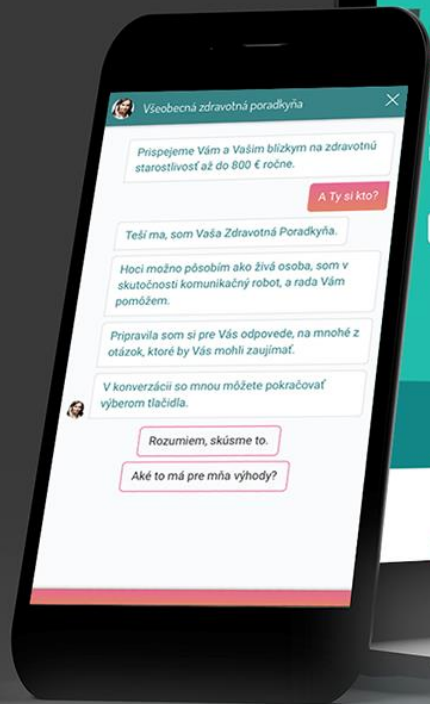
„Dobrý deň. Ak máte akékoľvek otázky, som tu, aby som Vám pomohol.“

- Chatbot collects data on customer satisfaction with postal services and finds out their preferences.
- Chatbot also provides information on selected services while introducing the benefits of these services and promoting them.
- It helps with frequently asked questions and thus significantly relieves the call center.
- It advises corporate customers with B2B services and can also prepare price offers.
- It communicates internally with employees in order to gain feedback on their satisfaction with selected areas.

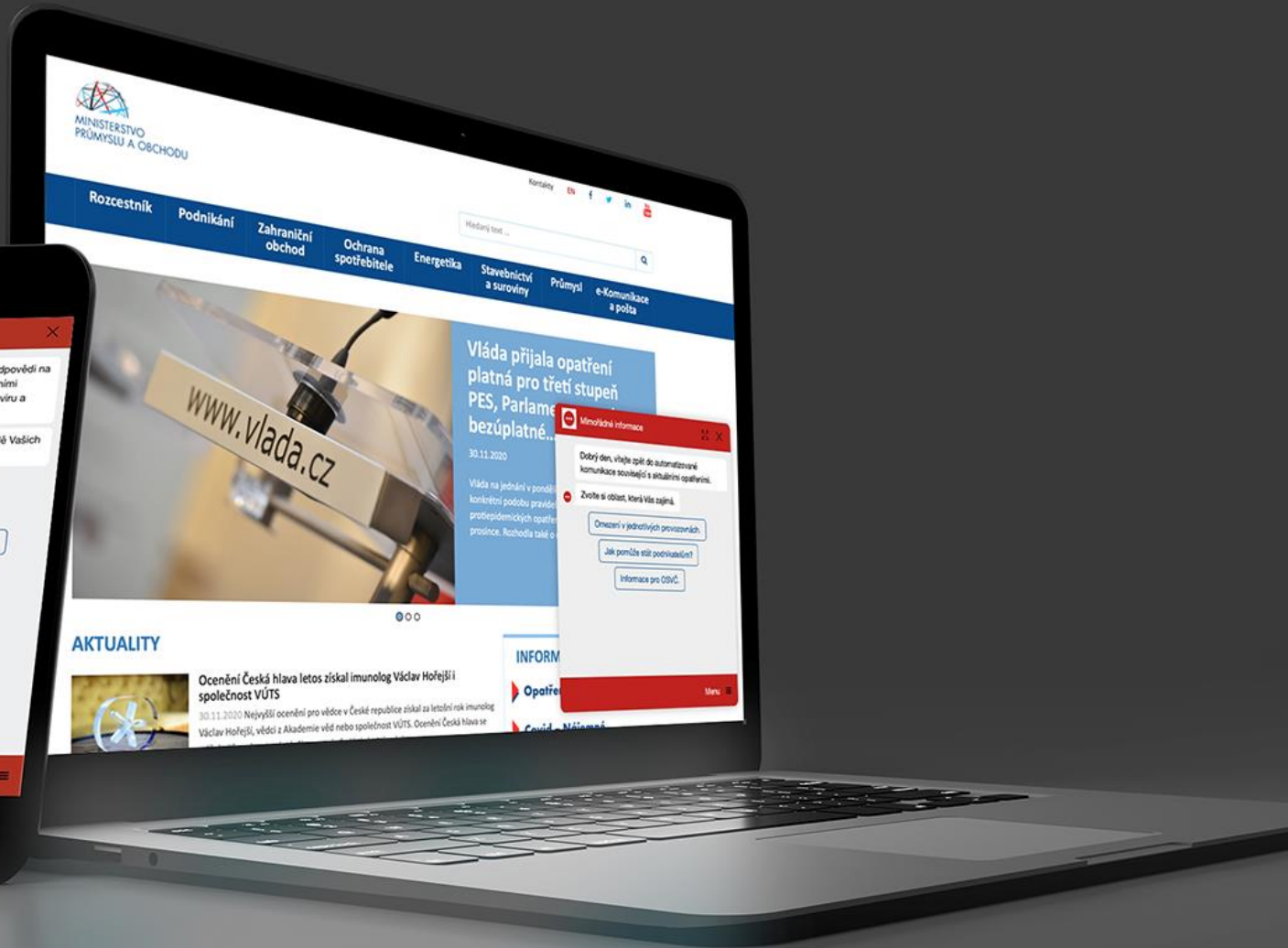
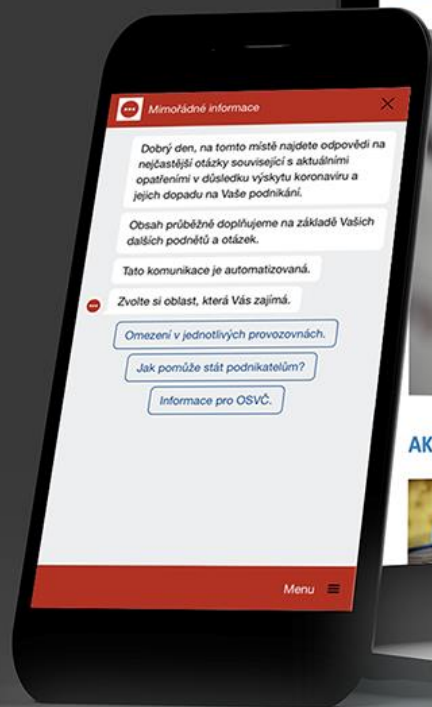


- Chatbot provides clients of the largest health insurance company with information related to reinsurance and advise them on the benefit program. It clearly explains the options of benefits usage.
- Virtual assistant answers the usual questions, but she can also help with filling in the application to the insurance company.
- It accompanies clients though the entire process of application.





- Chatbot of Czech Ministry of Industry and Trade advises entrepreneurs and sole traders, explains the current situation, provides answers to the most common questions and responds to specific examples from various areas of business - retail, wholesale, services, import or export of goods.
- In the last quarter, it was seen by a total of 126,873 users and at peak times it was used by 1,018 users per hour, which represents one user every 3 seconds.
- As many as 81% of users said they found the answer to the question they were looking for.



Why working with us ?



We apply human touch to the digital world

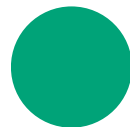
- We are not only „IT guys“. We are a team of enthusiasts from various backgrounds (sales, marketing, HR, UX, psychology). We wish to share our knowledge and apply personal approach into communication.
- We offer over 5 years of experience in various forms of chatbot development.
- We communicate simply and are straightforward. When developing technological solutions we value humanity and individual approach. We are proficient in English as well.
- We have executed more than 20 big realizations in various fields of public as well as private sector.
- Our chatbots have served more than 1.000.000 active users and all of our clients are happy to provide positive reference for us.



- We have been awarded a Microsoft Awards for our solutions.
<https://news.microsoft.com/sk-sk/2020/06/24/microsoft-awards-2019-microsoft-ocenil-najlepsie-slovenske-a-ceske-projekty-ktore-menia-zivoty-ludi-a-chod-firiem-k-lepsiemu/>
- We are a proud Microsoft partner.
Being a Microsoft Gold Competency Partner proves our professionalism, qualification and experience to our clients.

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